Member-Related Issues
Meeting Agenda
Monday – February 12, 2007

I. Welcome/Introductions

II. Approval of Minutes from Last Meeting

III. Overview/Discussion of Issues

- Locating, Hiring, and Terminating Attendants (Ann Meyer)

- Conflict Resolution (Karla Averill)

- Autonomous & Disability Specific Care

- Communication and Interpersonal Skills

- Mandatory Training (Julie)

IV. Goals/Objectives

V. Future Meeting Dates

VI. Responsibilities for Next Meeting

VII. Adjournment

Consumer Directed Care – Member-Related Sub-Group

Date of Meeting:	2-12-07
Minutes Prepared By:	Julie Bubul

1. Purpose of Meeting

➢ Introductions
➢ Review of minutes from last meeting
➢ Determine training that will be offered to members and what training, if any, will be mandatory.
➢ Determine how it will be decided if a member is capable of directing their own care.

2. Attendance at Meeting

Name	Agency/Organization
Karla Averill	Governor's Advisory Council on Aging
Julie Bubul	P/GLTC
Linda Buscemi	SCAN
Carol Sanders	AHCCCS
Kim McCreery	At Home Solutions (by teleconferece)
Pauline Hall	P/GLTC
Phil Putnam	Horizon Home Health

Absent: April Charpiot, Tony DiRienzi, Laura Reid, Karole Roy-MacFarlane

3. Meeting Notes, Decisions, Issues

Mandatory Training: Discussed what training should be available to members who want to enroll in CDC; what training if any, should be mandatory and how the training should be done. Karla Averil brought samples of training on communication skills and conflict resolution and Linda Buscemi brought materials from the North Carolina program.

Decisions:
1. It was recommended that there be some mandatory training for all members who want to participate in CDC. The training should be done in the home and would include:
   - General information about the program, especially the responsibilities involved. For more in-depth information, this could be done by a peer with experience in hiring and directing care workers
   - Basic listening skills, boundaries, assertiveness, communicating needs
   - Emergency back-up planning
   - Financial training about their budget, how the Fiscal Intermediary will work, etc.
   - Infection Control

   Optional training should be offered that would include:
   - Locating, hiring, and firing employees
   - How to train workers
2. There should be test out options for members and for workers.

3. There should be a variety of teaching methods employed and offered, including online.
4. There should be a pre and post test to help evaluate effectiveness of the trainings.

Determining the Capability of the Member to Direct His or Her Own Care: There was a lot of discussion about this subject and handouts were reviewed that had suggestions for self-assessment, questions to ask, etc. It was generally agreed that it would be very difficult to develop an objective tool to determine an individual's capability and that we would have to do some more research on this.

Decisions: There was a consensus that at least a Mini-Mental Status Exam should be used to screen the member's cognitive status as a part of determining the capability to direct care.

Other Issues Identified: The following issues were identified to be discussed at a later meeting or to pass on to other groups:
- How will the Case Manager learn about a change in the member's condition if the worker is not reporting to a supervisor from an agency?
- How will the hours authorized for the service be converted to dollars and when training is needed where will that money come from?
- What about continuing education for the members/workers?

4. Action Items

Action	Assigned to	Due Date	Status
Convey group's decision to Steering Committee	Karole Roy-MacFarlane or P/GLTC staff	3-28-07	
Develop a Member Training Manual	All	5/31/07	
Develop questions for determining capacity and decide what our recommendation will be	All	3/12/07	

5. Next Meetings

Date:	3-12-07		9:30-12		Florence
	4-9-07		9:30-12		Florence